



# OFFICE OF THE REVISOR OF STATUTES

*Minnesota Legislature*

## TRAINER AND HELP DESK SPECIALIST I

Minnesota Legislature

The Office of the Revisor of Statutes, a nonpartisan office in the Minnesota Legislature, is seeking applicants for a Trainer and Help Desk Specialist I. This position works with an experienced Trainer and Help Desk II. However, many tasks are performed individually, so candidates must be productive self-starters.

- Serve as the main support to users of Revisor information systems. Support is provided to multiple legislative offices and the public.
- Assist in supporting client hardware used by Revisor staff. This hardware includes PCs, laptops, monitors, printers and phones.
- Responsible for training users and answering questions on Revisor software applications. These applications include: a custom-built document publishing system, the Revisor web site, email, and various commercial products including Microsoft Office.
- Serve as the focal point for communications between end-users and the IS staff.
- Answer the help desk phone and respond to help desk emails.
- Carry the after-hours help desk cell phone during the legislative session and as needed.
- Logging all user issues and generating reports for the IS team

Good communication, time management, and problem-solving skills are required, along with the desire to continuously develop IT skills. Experience in the following technology areas is also beneficial:

- Citrix/VPN
- Active Directory
- Office 365 administration
- Training – both creation and presentation of materials

For a full job description, see <https://www.revisor.mn.gov/office/jobs/>

The minimum qualification is a two-year associate degree, or the equivalent based on experience. One or more years of work experience is preferred. A bachelor's degree will be beneficial. Candidates must be able to work on site in St. Paul, MN.

This is a full-time, regular, unclassified, benefits eligible position with a minimum salary of \$58,540, based on experience.

**GREAT BENEFITS PACKAGE!** The Revisor's Office offers a comprehensive benefits package including low cost medical and dental insurance, employer paid life insurance, vision insurance, short- and long-term disability, pre-tax flexible spending accounts, defined contribution retirement plan with 6.25% employer contribution, tax-deferred compensation (457 plan), generous vacation and sick leave, and nine paid holidays each year.

Cover letter and resumes must be received by Wednesday, June 29, 2022, at the Office of the Revisor of Statutes, Attention: Help Desk I, 700 State Office Building, 100 Rev. Dr. Martin Luther King Jr. Blvd., St. Paul, Minnesota 55155-1297 or by fax to (651) 296-0569 or by email to [jobs@revisor.mn.gov](mailto:jobs@revisor.mn.gov)

Equal Opportunity/ADA Employer